

**State of Rhode Island and Providence Plantations
INFORMATION RESOURCES MANAGEMENT BOARD
Meeting Report**

Date/Place—June 19, 2003/Department of Administration Building, in Providence

Attendance—

Member	Affiliation	Attended	
		Yes	No
Thomas Collins (Chair)	OLIS-RI Department of Administration	X	
Stephen Alves	RI Senate		X
William Ferland	Office of Higher Education		X
Rosemary Gallogly	Budget Office-RI Department of Administration		X
Michael Hogan	RI House of Representatives—Policy Office	X	
Nicholas Leporacci	RI Department of Mental Health, Retardation and Hospitals		X
Janet Levesque	RI League of Cities and Towns	X	
Raymond McKay	City of Warwick		X
Peter McWalters	RI Department of Elementary and Secondary Education		X
Dexter Merry	Public Telecommunications Authority		X
James R. Monti, Jr.	West Warwick School District		X
Joseph Pomposelli	RI Department of Labor and Training		X
Joan Ress Reeves	Library Board of RI		X
A.T. Wall	RI Department of Corrections	X	
Christopher Wessells	University of RI		X
James Willis	Secretary of State's Office	X	
Don Wolfe	Member-at-Large		X
William Wray	Citizens Financial Group, Inc.	X	

Other Attendees	Affiliation
James Berard	RI Department of Corrections
Howard Boksenbaum	OLIS-RI Department of Administration
Carol Ciotola	OLIS-RI Department of Administration
Beth Perry	OLIS-RI Department of Administration
Thomas Viall	New England Interactive (NEI)

Chair's Report—Mr. Boksenbaum introduced the new State Chief Information Officer (CIO), Thomas Collins, to the Board. Mr. Collins stated that he was pleased to become the new CIO for the Executive Branch, noting that there were certainly many challenges that face information technology in the state, as well as library services. He commented on the opportunity provided by the Governor's Fiscal Fitness Program and said that he would work closely with them, using the leverage of that Group in terms of their findings and recommendations to see if changes to make information technology more effective and efficient could be made. On a personal note, he stated that he has lived in Rhode Island for the past six years and had worked as a CIO at Cookson Electronics for the past eight years. He noted that when he began at Cookson, it was a worldwide organization but did not have an information technology focus. He traveled the world tracking down information technology programs and developing strategies to bring offices together. He noted that there were interesting parallels between the work needed for the State's information technology and Cookson's, in that it was a time of change for Cookson as it now is for the State. Cookson's focus shifted from individual sites merely reporting on their financial information to the corporate office to a more global marketing focus. Prior to his

work at Cookson, he spent 20 years at Air Products and Chemicals in Pennsylvania, holding various positions heading either a major organizational information technology unit or a subsidiary unit. He received a BA in Chemistry from the University of Kansas and an MBA from the University of Pennsylvania. During the first month on the job, he plans to visit departments and agencies, including brief tours, to learn about what is occurring within each department/agency with respect to information technology.

At his request, members commented on their backgrounds. Based on Mr. Willis' comments, which included information about open source software and a reference to articles on this topic, Mr. Collins requested copies, which Mr. Willis offered to provide.

Approval of May 15, 2003, Meeting Report—The May 15, 2003, Meeting Report, was approved as presented by unanimous consent.

Draft Annual Report—The report was distributed. Mr. Boksenbaum explained that it had not changed significantly from last year's version, because many of the issues facing the Board this year were the same as those presented in the 2002 report.

- Mr. Wall stated that he appreciated the candor in this report. It describes obstacles facing the Board in trying to accomplish its goals, and it does so in a straightforward manner. He recommended further clarification with respect to page 4, first full paragraph, that speaks about RI-SAIL. He recommended clearly presenting the reasons why RI-SAIL has not lived up to its promises, while being sensitive to those involved in the process.
- Mr. Wray felt that any changes made should reflect how the members want to shape the Board. For example, this report recommends keeping the State Computer Center at its existing site; however, if the Board agrees, then the implications must be addressed. Mr. Boksenbaum stated that he viewed the report as a way of informing decision-makers about the issues, as well how the Board would address them. With respect to RI-SAIL he explained that it had been removed from OLIS and placed in a Management Committee under Accounts and Control within the Department of Administration without adequate participation from a board such as this one. For this reason, he would not feel comfortable commenting on the process. He suggested that the IT Task Force undertake this work.
- Mr. Wall stressed that the Board's report is not intended to lay blame but to present the problems associated with RI-SAIL. It may behoove the Board to include language about needing a fresh perspective and to recommend that someone review the process that has not been a part of its history, so as to understand what decisions were made, why they were made and where they have led.
- Mr. Wray noted that the report contains abstract action items with dates. The analysis of RI-SAIL should include recommendations for action, followed by information as to who would be responsible for follow-through. Mr. Collins suggested that the IT Task Force investigate this matter. Mr. Wray recommended that Mark Treat of the Fiscal Fitness Program address this issue. Mr. Wall agreed, noting that the role of the Fiscal Fitness Program is to look broadly and horizontally at all different agencies of government.
- Mr. Wray, referring to the State Computer Center, advised that leaving it in its existing location might not be the optimal thing to do. One of his staff from Citizens Bank is studying this matter. He also referred to NEI's relationship with the State to manage the Portal, noting that he is working with Beverly Najarian and Mark Treat on this. Yet another item is the DMV situation.
- Mr. Wall noted that there has been some discussion on the part of Board membership as to exactly what kind of value this Board was meant to contribute to information technology. It was created with high hopes, but the feeling is that it never was given its charge and told what it could offer and contribute.
- Mr. Boksenbaum said that this is a Board that needs to be energized. It was never given a mandate.
- Mr. Collins stated that in trying to figure out the role of the IRMB, he thought it to be nebulous. Though the annual reports in general are not very strong, last year's report did make some strong statements. It is apparent that RI-SAIL and the State Computer Center are in trouble. There was no

indication from these reports that the Board took up the issues and demanded action. He suggested that the Board conduct a planning or brainstorming session and include people with a lot of experience. At this session, members could work on vision and mission statements for the Board, together with a series of responsibilities. Additionally, someone would be given responsibility for each task, as well as a plan on how each task would be tackled.

- Mr. Wall noted that the legislation creating this Board does describe its role and duties; however, the language is grand and sweeping. In fact, this Board has never had, and maybe should not have, the credibility to deliver on its mandate. The membership may need to take a step back to understand its role and to determine how best to accomplish its goals.
- Mr. Collins agreed that the membership should review its role and determine its direction to enable it to become an effective process for the State. He suggested developing a set of recommendations. He noted that this Board would have to go a long way to exceed the bounds of the enabling legislation. If the Board is criticized for exceeding its boundaries during this process, the review could be shifted to the IT Task Force with a request for recommendations. For now, he suggested that action items be listed, deadline dates for action be included, and those responsible for each task named.
- Mr. Wray noted that the legislation provides the Board with a “white board.” After the brainstorming session, members may want to become a review board.
- Mr. Collins suggested creating subcommittees to advise the IRMB in specific areas. This tool could probably magnify the power of the Board and draw people into the process. In this way, recommendations could be presented to the Board that could, in turn, set direction and policy. He plans to reach out and get to know the information technology body practitioners in state government as a way to understand what they are doing, the direction they see their organizations going and the changes needed in order to build a multi-layer of government processes. He suggested creating an IT Architecture Definition Committee and an IT Policy Committee as a start. Clearly, the only way to find success in such a diverse organization is to have those people within the overall organization participate in the process.
- Mr. Willis noted that everyone likes standards as long as those are the standards that they are working with. Mr. Collins suggested developing the technical architecture and the standards needed by targeting action items two-to-three years into the future, and then making incremental decisions towards those targets.
- Mr. Wray felt that battles over establishing standards could be reduced if incentives were presented in the right direction. He noted that the private sector experiences the same type of problems with respect to standards.
- Mr. Boksenbaum requested assistance in developing the action items for the report. He asked who would be responsible for taking action with respect to the State Computer Center. Mr. Wray named Mark Treat as the person to take responsibility for RI-SAIL and RI.gov. Mr. Collins added DMV as another area for Mr. Treat to address.
- Mr. Collins asked when the Annual Report was due. Mr. Boksenbaum replied that there is no specific time frame established. Mr. Wray suggested that it be finalized by the next meeting. Mr. Collins said that he would work with Mr. Boksenbaum to finalize it.

Portal Review Committee (PRC) Report—The report was distributed, and Mr. Vaill presented highlights.

Overview. He explained that several projects were undertaken to enhance the Portal and to add additional functionality to several portal tools. Once launched, a system will be in place behind the scenes to update the Portal more quickly and to provide users with a better Portal experience.

Workers’ Compensation Independent Contractor Filing Tool. He attended a meeting with Workers’ Compensation staff on June 24. Changes were made in the area of health and to language contained on the entry forms. Once the Department of Labor and Training provides RI.gov with a passthrough to its host from the database, RI.gov will then pass it off to the Department.

- Mr. Collins asked if direct updates would result, to which Mr. Viall responded that they would.

Business Tax Filing—Interactive Voice Response. He advised that Taxation staff is testing this service today. All changes requested by Taxation have been made. Once approved by Taxation, he will revisit the Web site to insure that there is synergy between the phone and Web site applications. He also noted that at the Portal Review Committee he incorrectly stated that the company Lighthouse provides the “800” number; in fact, the company’s name is Lightship Communications.

Rhode Island Information Site. Ms. Perry explained that OLIS staff is working with RI.gov to automate this site. It provides an “A-Z” list for the Portal. Mr. Boksenbaum noted that the “A-Z” listing includes departments and government subject matter. Ms. Perry clarified that this site organizes that information.

Business Registration. Mr. Viall advised that RI.gov would meet soon with the Department of Labor and Training and the Division of Taxation to review the accumulated variety of forms. RI.gov has received recommended changes to the prototype. Back-end development for this service is complete. The focus is now on how best to present the front end. Once this work is complete, the two databases will be integrated and implemented.

- Mr. Willis said that the Secretary of State is mandated to create just this type of tool. He stressed the importance of discussing priorities. Also, since specifications have not yet been issued, the Secretary would not want to finance anything prior to their issuance, since he could not determine beforehand how they would interact with State actions. Mr. Viall responded that this service is a non-revenue application. He agreed that these efforts should not be duplicated and explained that this request originated from the Division of Taxation.
- Mr. Boksenbaum stressed the importance of insuring that the agency participants driving this process also participate in the Secretary of State’s process. He stated that he would take responsibility for insuring that these connections occur.

Attorney General’s Web site. Mr. Viall advised that the templates were presented to the Attorney General’s Office for approval.

Representative McHugh’s Website. Mr. Boksenbaum said that he approached the information technology staff person at the Legislature with respect to naming this site, since it would be the first of its kind on the Portal. He is currently awaiting word from the Legislature on a policy decision regarding who will host Senate and Representative web sites. He clarified that these would not be campaign web sites.

- If the Portal does end up hosting these sites, Mr. Collins suggested creating a template process. He asked if the Legislature would be responsible for updating and maintaining the sites. Mr. Viall replied that they would.
- Learning that the General Manager’s report is presented monthly, Mr. Collins suggested that each program or project include a list of next steps with projected dates. Mr. Vaill said that in the past this report was presented in that format. Due to the halting of developing fee-based services, the projects being investigated became more of a priority.
- Mr. Wray stated that he is working with Mr. Vaill on the governance part of the Portal.
- Mr. Wall asked who is currently prioritizing projects for RI.gov. Mr. Viall responded that RI.gov presents recommended priorities to the Portal Review Committee. RI.gov then works with the Committee to set priorities. Mr. Boksenbaum noted that at the present time he is the only one setting priorities, because all fee-based arrangements with RI.gov are on hold. He has taken the responsibility to insure that RI.gov is not idle during this review process. To this end, RI.gov is working on services that were already in the mix that would not generate fees. Contractually, this Board has the responsibility for setting priorities.
- Mr. Wray noted that a day-to-day process has been given to a month-to-month Board. He felt that financial incentives need to be matched up, and both the governance model and financial model need to be adjusted.
- Mr. Boksenbaum asked when a decision might be reached. Mr. Wray said that these matters should be resolved within the next few weeks.

- Mr. Collins noted that RI.gov's structure involves collecting user fees to fund the Portal. He questioned this method, since many businesses take the opposite tack, in that they offer discounts to users. In those business models, this type of arrangement works because the cost to do business decreases.
- Mr. Wray advised that the State charges users on the commercial side so that it can offer free services on the citizen side. The State faces a challenge with respect to charging fees, because current legislation does not allow for it. Though there are several State services on the Portal charging fees to do business, the Governor has stressed that he does not want to charge citizens any fees to conduct government business.
- Mr. Collins asked how many transactions RI.gov receives electronically as opposed to paper. He noted that with the DMV online retail car registration renewals, those transactions would proceed straight into DMV's database. Mr. Wray said that in some instances screen scraping would occur. Mr. Willis explained that RI.gov would merge data with the Secretary of State's Office at the end of each day, which would involve manual verification but not manual data entry. Mr. Collins stated that having to manually enter transactions would create a lag time between the submittal of data and updates. Mr. Vaill said that how the data is received depends on State back-end systems, since NEI can customize its system to work with any back-end system.

Communications Working Group (CWG) Report—Mr. Boksenbaum explained that the CWG was originally convened to work with the Department of Health and the Emergency Management Agency to determine how best to spend bioterrorism money. It then became a working group that serves the Domestic Preparedness Subcommittee (DPS), which is part of the Governor's Emergency Management Advisory Council (EMAC). At this morning's meeting, the RCC Consultant met with the Group to discuss his plan to review existing radio facilities within the state, as well as emergency radio needs. Once this work is complete he will develop a plan to improve radio communications among the State's first responders. This plan is slated for completion by September 3. A breakdown of the consultant's schedule was presented, as well as a draft of the questionnaire he will use for interview sessions with front-line responders. This Group also procured 71 800 MHz radios that would operate on the Department of Transportation's (DOT's) system. The Department of Health (DOH) and the Emergency Management Agency (EMA) provided the funding for these radios. They will be installed at front-line responders' dispatch units that operate 24 hours a day, seven days a week. The radios should be received within 30 days, and Motorola, the vendor, has stated that delivery and installation should occur at dispatch units within a month after receiving them. A Memorandum of Agreement is being signed among the five participating agencies that made this purchase possible. There are also 71 Memorandums of Understanding being signed between the State and the dispatching entities. It is hoped that the September deadline requested by EMA will be met.

- Mr. Wall asked for the names of the five participating agencies. Mr. Boksenbaum named: the State Police who will perform day-to-day management of the radios as part of its radio network; DOT who is providing bandwidth space on their radio network; DOH who is providing 40 percent of the funding for the purchase of the radios; EMA who is providing funding for the remaining 60 percent of the purchase of the radios and who will be responsible for testing the system weekly; and OLIS who is providing the coordination of the planning and implementation of the radios. Mr. Wall noted that DOC is one of the 71 recipients.
- Mr. Collins asked if each of these 71 radios must have a tower and transmitter installed. Mr. Boksenbaum stated that each radio would only require a base station and antenna. This system will utilize existing State towers and transmitters.

Mr. Boksenbaum also commented on a data project, in which the Rhode Island Network for Educational Technology (RINET) would expand its private security network to state agencies and municipal governments. All municipal public schools currently reside on this network. The first purchase order has been issued for this work, and central routers were installed. The town of North Kingstown is already connected.

- Mr. Collins asked about the traffic that flows over this network. Mr. Boksenbaum responded that emergency data traffic flows over this network, and DOH accesses it with respect to vital statistics. He plans to speak with the Secretary of State's Office to determine whether this same network could be used for interconnecting communities to provide central registration data. Mr. Willis explained that currently the Secretary is paying \$650/month to Verizon; thus, it might be cheaper to use the RINET system. One concern, though, is that funding for this project stops after the first year. Since part of the Secretary of State's mandate is to provide this service to municipalities on a continuing basis, this issue would need to be addressed. Mr. Boksenbaum advised that he had expressed the Secretary of State's concerns on behalf of this Group to the Advisory Committee.

Mr. Boksenbaum also spoke about a minor emergency call received yesterday from Tim Brown representing the Governor's Office. Purvis Systems, a local corporation that has been a communications vendor to fire departments in New York City for 29 years, is backing a \$600,000 EMA budget item that would allow them to conduct a pilot project with respect to homeland security. The Governor's Office directed him to insure that the CWG was aware of all updates regarding this project and asked for his opinion. He invited Purvis to address the Group this morning to provide a status report. He stated that he informed the Governor's Office that this project was not a high priority for the CWG, nor was it worth the \$600,000 involved.

- Mr. Collins asked about the company's proposal. Mr. Boksenbaum explained that Purvis wants to use these funds to conduct a demonstration project of a system that would provide each of the dispatchers in the state to view the other's Computer Dispatch Systems (CADs).
- Mr. Collins asked about general revenues. Mr. Boksenbaum replied that he did not have information about general revenues. This Group's role was to advise the Governor on this matter.

Old Business—Mr. Collins asked about Bruce Reirden's membership status. Mr. Boksenbaum said that he had resigned in April, and was replaced by Mr. Wray. Mr. Collins asked if he had been recognized for his accomplishments as a Board member and if the Board had received notice of his resignation. Mr. Boksenbaum said that he had been recognized as a valuable member of the Board, and Mr. Reirden did submit a written letter of resignation. Mr. Collins asked for the names of the two members that represent the private sector. Mr. Boksenbaum said that Mr. Wray serves as one, and Don Wolfe, who was the CIO for Brown University before his retirement, serves as the other.

New Business—Mr. Willis advised that currently there is no central repository for e-mail address books for State Departments in Rhode Island. Noting that the State's LDAP Address Server is currently running the directory server, he explained that he has written a script that would join the LDAP server through Outlook to create a statewide directory of e-mail addresses. At this point, his directory includes all local contacts, cities and towns, General Assembly and the courts. State department listings are missing; however.

- Mr. Boksenbaum thanked Mr. Willis for making this wonderful offer to provide e-mail addresses using the LDAP Address Server.
- Mr. Collins asked how e-mail is managed through state government and asked whether this should be an item for the IT Task Force to tackle.
- In response to Mr. Wray's concern about program authentication, Mr. Willis explained that the program is part of the tree and not accessible to users.
- Mr. Boksenbaum raised the issue of updating this directory. Mr. Willis explained that written tools would be provided, so that changes could easily be handled by the Secretary of State's Office.
- Mr. Wray viewed this as a low-risk effort. Mr. Willis explained that it would solve a problem quickly. Mr. Boksenbaum asked for, and received, the Board's consensus to proceed.
- Mr. Collins asked how many e-mail servers would be affected to insure compliance. Mr. Boksenbaum stated that there are twelve within the Executive Branch.

Next Meeting—Thursday, July 17, at 3 p.m. at the Department of Administration, in Providence.